



Southernmost Homeless Assistance League, Inc.
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February 2018 Report

“The best way to
FIND YOURSELF
is to lose yourself
in the **SERVICE** of others.”
Mohandas Gandhi

There's been a lot of changes at SHAL in the past couple months, but let's take a few minutes to examine the numbers from the new Apricot database for the calendar year just past:

Overall, **SHAL assisted 1,738 unduplicated clients in 2017, a 19% increase** over the 1,461 from a year ago. **At the Shelter, SHAL accommodated 23% more clients than 2016, 1,506 vs. 1,227 the previous year.** The Shelter had about 95 clients each night, which is down 5% from the previous year. Like last year, two-thirds of Shelter clients stayed a week or less, with almost half staying only a night or two. ***More clients but fewer stays tell us that homeless persons are finding other accommodations more quickly, using the Shelter just for the emergency, which is a positive indicator.*** The Shelter served over **60,000 meals** during the year, with dinner coming from St. Mary's Soup Kitchen and breakfast sponsored by SHAL.

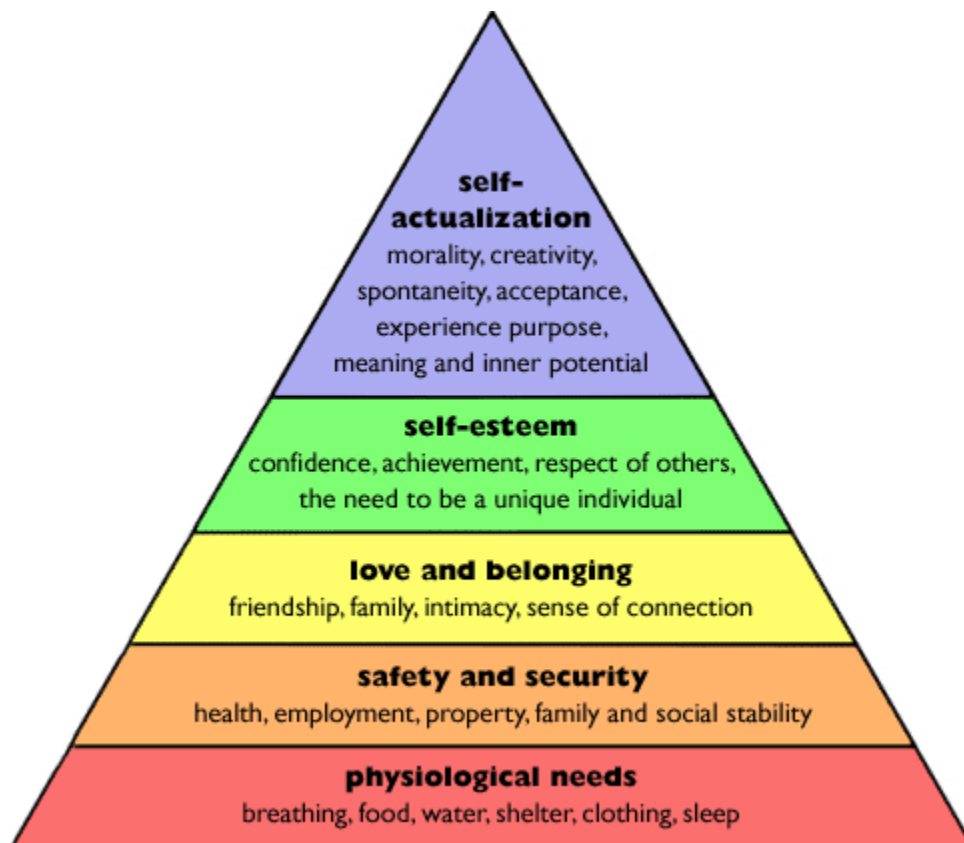
New clients are now able to be analyzed more completely using the new database, and SHAL did **intakes on 546 new homeless persons, 82% of those at the Shelter.** New questions we asked at intake include the length of homelessness prior to entering our system, and nearly half of respondents reported being homeless for a few days or less. Clients entering through SHAL Outreach were more likely to be longer term homeless. **Two-thirds of new clients at the Shelter were unsheltered the night before.**

A topical question concerned the origin of new clients, and while nearly half were from the local area, almost 60% reported being located most recently on the mainland or in another state. Clients entering the system through Outreach were predominantly local.

SHAL Outreach had another busy year providing over **5,000 individual services to 629 unduplicated clients.** Almost 40% of Outreach clients were unsheltered, with the rest coming from the SHAL Shelter. The hard-working team averaged **over 400 services per month**, with the majority being intake/information and referral and ID services. SHAL worked to provide 249 birth certificates, 399 cell phones and 312 Florida IDs to clients, and gave 368 verification of homelessness forms for clients to use in healthcare and other programs. The team also helped 252 clients get food stamps and 75 get their Social Security benefits. 242 homeless persons were

referred to healthcare programs and SHAL made 63 payments for prescription and other medical costs. Transportation was a vital area, with 80 clients being relocated out of the Keys through various programs, and 55 getting local transportation. Another 213 employment services were also provided.

Our primary goal at SHAL is to improve the quality of life for ALL members of our community. By encouraging the homeless in our community to utilize KOTS and our Outreach services, we can help them to move on to better situations more quickly, and hopefully keep them from falling further into poverty. While providing the basic needs of shelter, shower facilities, a safe place to rest, and meals we can assist our clients into moving towards self-sufficiency.



Maslow's hierarchy of needs



Welcome to the SHAL Team!

SHAL welcomes **Luis Ortiz** to our monitor Staff! Luis joined our staff in mid-February and we are so happy to have him on board with us! Luis came to Key West from Broward County and has been here since November 2017. He is currently working the evening shift and has been a great addition to our monitor team!

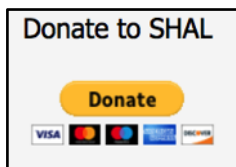


SHAL names Head Monitor

SHAL is pleased to announce **Sam Montalvo Pizarro** as Head Monitor at KOTS! Sam has lived in Key West since 1998 and has worked for SHAL since 2016 as a monitor. Sam's leadership, dedication and "handyman" skills make him an asset to Shelter Supervisor **Chris Sparrow**. SHAL is thankful to have him in a supervisory position now!

Generous Donation from DJJ

SHAL would like to thank Michelle Whithead (pictured on left) and Elaine Thompson (pictured on the right) from the Department of Juvenile Justice (DJJ) for their generous donation of clothing, shampoo, laundry detergent, razors and other assorted toiletries. SHAL made good use of them and we truly appreciate the support!



SHAL OUTREACH

Service Summary Report

SHAL's hard working **Outreach staff Amy Yancich, and Teresa Wallace** provided **373** services to clients in February, both sheltered and unsheltered. They conducted 28 intakes, purchased 4 birth certificates for clients, assisted 19 clients in obtaining their ID, made 14 healthcare referrals, and assisted 8 clients in obtaining a cell phone.

Success Stories

It has been another productive month for the SHAL Outreach team and below are a few of the success stories:

- SHAL collaborated with Catholic Charities to relocate a homeless client back home to Maine.
- One of SHAL's clients was referred to Peacock Housing and his application was accepted in February. He is now in **permanent supportive housing!**
- SHAL purchased work clothes/shoes for 4 of our **newly employed** SHAL clients!

SHAL SHELTER OPERATIONS - KOTS

Under the supervision of Shelter Supervisor, **Chris Sparrow**, KOTS again had a busy month! The database shows that there were approximately **105** clients sleeping at the Shelter on an average night in February. That number of clients means that the Shelter staff again served nearly **6,000** meals to SHAL Shelter residents. Dinner is provided by the volunteers at St. Mary's Soup Kitchen and delivered by SHAL volunteers who pick up the pans and bring them out to the Shelter on Stock Island. Shelter residents and staff serve breakfast each morning so that our homeless brothers and sisters can start their day with a meal. Check out our new handicapped accessible coffee station!

